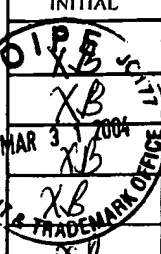
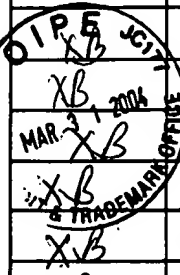
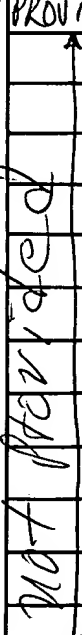
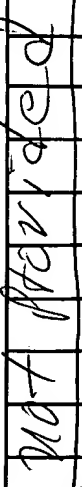


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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)				Applicant Robert R. BUSHEY et al.			
				Filing Date May 26, 2000		Group 2173 2179	
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
	2003 / 0 0 2 6 4 0 9	02/06/03	BUSHEY et al.				
	6 0 6 1 4 3 3	05/09/00	POLCYN et al.				
	6 0 5 8 1 7 9	05/02/02	SHAFFER et al.				
	6 0 1 6 3 3 6	01/18/00	HANSON			RECEIVED	
	5 9 2 3 7 4 5	07/13/99	HURD			APR 01 2004	
	5 7 2 9 6 0 0	03/17/98	BALHA et al. BLAHA et al. Technology Center 2100				
	5 3 1 1 4 2 2	05/10/94	LOFTIN et al.				
	2003 / 0 1 5 6 7 0 6	02/21/02	KOEHLER et al.				
	5 7 5 7 6 4 4	05/26/98	JORGENSEN et al.				
	5 8 6 4 8 4 4	01/26/99	JAMES et al.				
6 0 5 8 1 6 3	05/02/00	PATTISON et al.					
6 0 6 7 5 3 8	05/23/00	ZORBA et al.					
6 0 9 9 3 2 0	08/08/00	PAPADOPOULOS					
6 1 2 8 3 8 0	10/03/00	SHAFFER et al.					
6 1 5 7 8 0 8	12/05/00	HOLLINGSWORTH					
6 2 3 6 9 5 5	05/22/01	SUMMERS					
6 2 8 2 4 0 4	08/28/01	LINTON					
6 2 0 1 9 4 8	03/13/01	COOK et al.					
2003 / 0 1 4 3 9 8 1	07/31/03	KORTUM et al.					
5 7 0 6 3 3 4	01/06/98	BALK et al.					
5 8 0 2 5 2 6	09/01/98	FAWCETT et al.					
5 9 9 9 6 1 1	12/07/99	TATCHELL et al.					
6 0 1 6 3 3 6	01/18/00	HANSON					
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6 0 8 8 4 2 9	07/11/00	GARCIA					
6 1 0 4 7 9 0	08/15/00	NARAYANASWAMI					
6 1 4 8 0 6 3	11/14/00	BERNNAN et al. BRENNAN et al.					
EXAMINER X.L. Bautista			DATE CONSIDERED 12/29/05				

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U.S. PATENT DOCUMENTS															
EXAMINER INITIAL		DOCUMENT NUMBER			DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE						
		6	1	7	0	0	1	1	01/02/01	MACLEOD BECK et al.					
		6	2	6	3	0	5	2	07/17/01	CRUZE					
		6	2	9	5	5	5	1	09/25/01	ROBERTS et al.					
		6	3	3	2	1	5	4	12/18/01	BECK et al.					
	2001 /	0	0	4	1	5	6	2	11/15/01	ELSEY et al.					
	2002 /	0	1	3	3	3	9	4	09/19/02	BUSHEY et al.					
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		6	2	0	1	9	4	8	03/2001	COOK et al.					
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	6	4	0	5	1	5	9	06/11/02	BUSHEY et al.						
FOREIGN PATENT DOCUMENTS															
		DOCUMENT NUMBER			DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO						
NOT PROVIDED 		0	0	1	7	3	9	6	8	12/07/00	W.I.P.O.				
		03	1	0	1	3	1	1	1	02/13/03	W.I.P.O.				
		01	2	8	3	9	6		9	05/26/00	UNITED KINGDOM				
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NOT PROVIDED 		1	Kelly, "From Intelligent Call Routing to Intelligent Contact Management," Call Center Solutions, v19, n3, September 2000.												
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7				"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, < http://www.call-center.net/ivr-series.htm >.	
8				"Customer Management Technology", TeleTech, < http://www.teletech.com/solutions/cmt.htm >, printed on December 18, 2001.	
9				"Products & Services - Interactive Voice Response (IVR)", Prairie Systems, copyright dated 2001, < http://www.prairiesys.com/PSI/p_s_interactive_sol.htm >.	
10				"RVS Voice", iMessaging Systems, Inc., < http://www.imessagingsystems.com/imsprods/rvsvoice/rvsvoice.htm >.	
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DATE CONSIDERED			12/29/05		

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		Filing Date May 26, 2000	Group 2173 2179

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